

# Service Performance Monitoring Process

Operations Committee  
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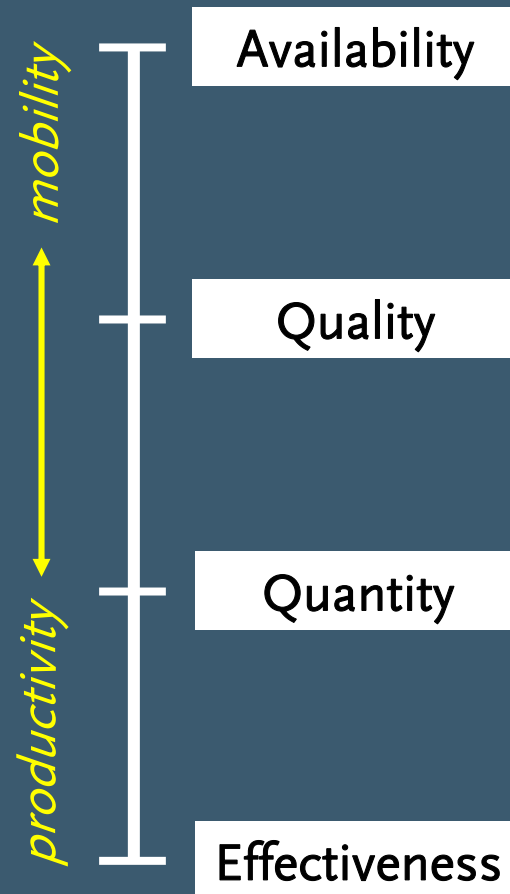
# APPROACH

- **Align with our Goals and Objectives**
  - Goal 1: Improve Transit Services
  - Goal 4: Provide Leadership for the Region's Mobility Agenda
- **Make Performance Indicators More Transparent**
- **Greater Emphasis on Customer Experience**



# PROPOSED INDICATORS

- **AVAILABILITY**
  - Accessibility
  - Connectivity
  - Span of Service
- **QUALITY**
  - On Time Performance
  - Customer Complaints
- **QUANTITY**
  - Frequency
  - Load Factor
- **EFFECTIVENESS**
  - Boardings per Service Hour
  - Cost per Passenger Mile
  - Pass Mile per Seat Mile



# AVAILABILITY INDICATORS

## Standards Set Systemwide

- **Accessibility**
  - Ensure that 95% of areas with  $\geq$  three households and/or  $\geq$  four jobs per acre are within  $\frac{1}{4}$  mile of transit
- **Connectivity**
  - Tier 1 lines shall provide a transfer opportunity to all intersecting Tier 1 lines
- **Span of Service**
  - Service provided at all times when minimum performance can be achieved for a majority of the performance indicators

# AVAILABILITY INDICATORS

## Owl Service

- **Accessibility**
  - “Grandfather” existing lines
  - New lines should be based on home-work demand
- **Frequency**
  - Standard – 60 min policy headway
- **Performance Measure(s)**
  - Passengers per Trip

# ON TIME PERFORMANCE

- **Schedule Reliability (All Services)**
  - Measures actual departure against schedule departure
  - Standard – 1 min early to 5 min late
- **Headway Variability (Frequent Services Only)**
  - Measures regularity of wait time between departures
  - Standard –  $COV \leq 0.3$

# NEXT STEPS

- Establish standards for each measure
- Evaluate appropriateness of measures using FY09 Q1 and Q2 service performance data
- Incorporate into Transit Service Policy as formal performance monitoring process (replace Route Performance Index).